

## CLAIMS

1. A method to retrieve and/or access information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, **characterised** by

-configuring a software entity with an identity of a selected said equipment, plant or process,

-retrieving information associated with said equipment, plant or process by means of the configured software entity, and

-presenting or displaying at least information about a new event or alarm for said device and/or the location of said equipment, plant or process about to a user.

2. A method according to claim 1, **characterised** by

-retrieving the information associated with said equipment, plant or process by means of the software entity,

-finding one or more internal users with technical information relevant to equipment, plant or process.

3. A method according to claim 2, **characterised** by

assigning the new event or alarm for said equipment, plant or process to an internal user.

4. A method according to claim 2 or 3, **characterised** by retrieving an address for an external user or expert and presenting the address to the internal user.

5. A method according to claim 4, **characterised** by establishing contact between the external user or expert and the internal user.

6. A method according to claim 4 or 5, **characterised** by establishing a shared display or shared computer application contact between the external user or expert and the internal user.

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7. A method according to claim 1, **characterised** by configuring a selected technical characteristic of the selected said equipment, plant or process with an indicator of a high, medium or low priority for returning the selected said equipment, plant or process to a normal state.

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8. A method according to claim 1, **characterised** by configuring a technical information link of component of a said equipment, plant or process with an identity of a user with access to relevant technical information.

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9. A method according to claim 8, **characterised** by configuring said equipment, plant or process with an identity of a user with dependent on information recorded in the user profile.

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10. A method according to claim 8 or 9, **characterised** by configuring said equipment, plant or process with an identity of a user with dependent on information recorded in the user profile classified by any from the list of: responsibility, training, certified qualification, work experience.

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11. A method according to claim 1, **characterised** by -attaching a user observation to the retrieved information associated with said equipment, plant or process as any form the list of: a text message, a video clip, a photograph, sketch, sound recording.

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12. A method according to any previous claim, **characterised** by

carrying out a repair, re-configure, re-programming or replacement of a faulty part of said equipment, plant or process based at least in part on technical information associated with said equipment, plant or process retrieved  
5 and/or presented by means of the software entity.

13. A computer program for retrieving and/or accessing information about an equipment, plant or process comprising computer code means and/or software code portions which when  
10 run on a computer or processor will make said computer or processor perform the steps of a method according any of claims 1-12.

14. A computer program comprising a computer program according  
15 to claim 13 comprised in one or more computer readable media.

15. A software architecture for retrieving and accessing information about an equipment, plant or process in a facility comprising a plurality of devices and one or more control  
20 systems for process monitoring and control, wherein energy-related information and other data for each said device is stored in a said control system, said architecture comprising at least one public interface, **characterised** in that a software entity of said architecture comprises

25 -means to configure an interface of a software entity representing characteristics of one or more components of said equipment, plant or process, and  
-means to access or retrieve an interface to access information about a known component in said equipment, plant or process.

30 16. A software architecture according to claim 15, **characterised** by means to retrieve a unique ID or address for a workstation or similar of a user with access to relevant technical information.

17. A software architecture according to claim 12,  
**characterised** by means to retrieve an IP address for a local  
user with access to relevant technical information.

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18. A software architecture according to claim 12,  
**characterised** by means to retrieve an IP address for a remote  
or external user with access to relevant technical information.

10 19. A control system for a plant or process in a facility  
comprising a plurality of devices and one or more control  
systems for process monitoring and control, wherein energy-  
related information and other data for each said device is  
stored in a said control system, **characterised** by  
15 -one or more software entities for retrieving and presenting  
information associated with said equipment, plant or process,  
-means to assign a maintenance or other action as a response to  
a new alarm or event to a user.

20 20. Use of a control system according to claim 19 for  
scheduling and assigning a maintenance or other action as a  
response to an alarm or event in a plant or process in a  
facility comprising a plurality of devices and one or more  
control systems for process monitoring and control.

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